

## SUMMARY SHEET

### **I. Description of Item**

A Resolution requesting an amendment to the County's telephone switch upgrade contract with AT&T Global Services, Inc. This contract was approved by resolution of the Commissioners on October 16, 2006 in the amount of \$1,360,906.92. Subsequent amendments approved by resolution of the Commission increased this amount by \$234,315.69 to \$1,595,226.61. This additional amendment will increase the contract amount by \$94,651.79 to \$1,689,874.40.

This amendment is requested to cover additional equipment, software, installation and other fees to install essential software upgrades, replace six obsolete servers and associated equipment, installation, and associated fees for Shelby County Government's four primary telephone switches:

- 1) Health Department (814 Jefferson) Nortel 1000M Multi-group switch.
- 2) East Admin (1075 Mullins Station) Nortel 1000M Multi-group switch.
- 3) Justice Center (201 Poplar) Nortel 1000M Multi-group switch
- 4) Disaster Recovery (6470 Haley Road) Nortel 1000E Multi-group switch

The project will upgrade the main 'Succession' operating software on each switch from version 5.5 to version 6.0.

It will also upgrade the remote client for the management software, known as 'TM' from versions 3.1 and 3.2 to version 4. This is the program used by Customer Support technicians to provide move/add/change services and to generate utilization reporting and traffic studies.

The Contact Center software, in use at the Justice Center and East Admin switches, is currently at version 5.0 and will be upgraded to version 6.0. This software program is used to create, manage and report on automated call-distribution (ACD) groups and various call centers for Central IT, CSA, the Assessor, the Trustee and Election Commission.

Upgrading Contact Center is an essential element for forthcoming grant-funded projects to utilize predictive-dialing systems for the Shelby County Sheriff, the Judiciary and Community Services departments.

The upgrades will require additional hardware, installation and engineering fees in the amount of \$94,651.79, distributed as follows:

Addendum #18	Justice Center	26,329.28
Addendum #19	East Admin	35,511.88
Addendum #20	Health Department	15,411.73
Addendum #21	Disaster Recovery	17,398.90
<b>Total:</b>		<b>94,651.79</b>

These upgrades have no impact on ongoing annual maintenance costs.

### **II. Source and Amount of Funding**

\$94,651.79 from account #: 962-201501-7003 (Computer Hardware & Software)

### **III. Contract Items**

#### **A: Type of Contract:**

Amendment of existing telecommunications contract with AT&T Global Services, Inc.

**B: Term:** FY 09-10

### **IV. Additional Information Relevant to Approval of this Item**

ITEM NO: \_\_\_\_\_

PREPARED BY: Jeff Yallope

APPROVED BY: \_\_\_\_\_

**A RESOLUTION APPROVING AN AMENDMENT TO THE EXISTING CONTRACT WITH AT&T GLOBAL SERVICES, INC. IN THE AMOUNT OF \$94,651.79 FOR TELECOMMUNICATIONS HARDWARE AND SOFTWARE FOR THE PURPOSE OF UPGRADING CORE OPERATING AND MANAGEMENT SYSTEMS ON THE FOUR PRIMARY TELEPHONE SWITCHES. THIS REQUIRES EXPENDITURE OF COUNTY GENERAL FUNDS IN THE AMOUNT OF \$94,651.79. RESOLUTION SPONSORED BY COMMISSIONER J.W. GIBSON II.**

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**WHEREAS**, Continuing Telecommunication support services are required by the County, and:

**WHEREAS**, Such services are being provided under a Master Agreement between AT&T Global Services, Inc. and Shelby County Government, Contract No: 108380, approved by the Commissioners on October 16, 2006, and:

**WHEREAS**, there is a need to increase the initial contract price to cover additional equipment, software and installation costs incurred by replacement of obsolete telecommunications hardware and software, as referenced in Exhibits 1-5, and:

**WHEREAS**, Funds for the payments of said services are from Information Technology Department FY2009-2010 Operations and Maintenance budget account 962-201501-7003 (Computer Hardware and Software) in the amount of \$94,651.79.

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF SHELBY COUNTY, TENNESSEE**, That the contract amendment with AT&T Global Services is hereby approved.

**BE IT FURTHER RESOLVED**, That the contract amendment amount of \$94,651.79 is hereby approved.

**BE IT FURTHER RESOLVED**, That the Mayor of Shelby County is hereby authorized to execute the addendums to the Master Agreement between Shelby County Government and AT&T Global Services, Inc, an executed copy of which is to be placed on file in the Purchasing Department.

**BE IT FURTHER RESOLVED**, That funds in the amount of \$94,651.79 are hereby appropriated from FY2009-2010, Operations and Maintenance Budget, account number 961-201501-7003 Computer Hardware & Software, for payment for said equipment and installation services.

**BE IT FURTHER RESOLVED,** That the County Mayor and the Director of Administration and Finance are authorized to issue their warrant or warrants in amounts not to exceed \$94,651.79 for the purposes contained in this resolution to amend the existing Master Contract with AT&T Global Services and to take proper credit in their accounting therefore.

\_\_\_\_\_  
A C Wharton, Jr., County Mayor

Date: \_\_\_\_\_

ATTEST:

\_\_\_\_\_  
Clerk of County Commission

II. ADOPTED: \_\_\_\_\_